

SYSTEMS AND METHODS FOR USING A WEB PORTAL TO INTEGRATE INTO A CARRIER RETURN SYSTEM

ABSTRACT OF THE DISCLOSURE

The present invention is directed to an interface for a return system that allows one or more merchants to funnel their returns processing to a central returns processing system. A merchant may apply its own, possibly unique set of business rules to a customer return request before linking to the interface or, alternatively, the interface may be programmed to apply the respective business rules of the various merchants. In a preferred embodiment, the returns interface maintains the look and feel for each of the various merchant so that the integration between the merchant system and central returns system is transparent to customers.